



U.S. Department
of Veterans Affairs



EDUCATION SERVICE
GI BILL PROGRAMS

Monthly Enrollment Verification Communication Toolkit

For NCD Facilities

August 2021

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Purpose of Toolkit



Beginning with terms on or after August 1, 2021, students using their Post-9/11 GI Bill® benefit at non-college degree (NCD) facilities and receiving a Monthly Housing Allowance (MHA) and/or kicker payment will be required to verify their enrollment at the end of each month to continue receiving their payments. This is the first step of a phased rollout that will apply to GI Bill students at Institutions of Higher Learning (IHL) beginning December 17, 2021.

To streamline the enrollment verification process, the U.S. Department of Veterans Affairs (VA) is providing students with text message verification, an easy and secure method for verifying enrollment each month via text and the best way to ensure they receive their MHA/kicker payments uninterrupted.

All impacted NCD facility students with a mobile phone number on file will receive an opt-in text beginning August 1. After opting in, students can simply reply to a VA text message each month to verify enrollment. If students fail to verify enrollment for two consecutive months, their MHA and/or kicker payments will be withheld.

Given this new requirement, VA has published the Monthly Enrollment Verification Communication Toolkit for NCD Facilities to assist and serve GI Bill students. We know that students will have questions about the new requirement, and we want to help schools address them. Within this toolkit, you will find messaging to communicate with GI Bill students at NCD facilities about enrollment verification, including language for emails/newsletters and social media, which can be easily customized to fit your needs. When the rollout for IHL facility students approaches, we will provide an additional toolkit.

Thank you for your continued support of GI Bill students. We look forward to continuing our partnership and appreciate your help in relaying these important changes.

Kind regards,

A handwritten signature in black ink that reads "Charmain Bogue".

Charmain Bogue
Executive Director, Education Service

Questions and Answers

The following Q&A section provides an overview of monthly enrollment verification and addresses questions students may have pertaining to the changes. Also available is a full list of [Frequently Asked Questions](#).

1 WHAT IS MONTHLY ENROLLMENT VERIFICATION?

Enrollment verification is a new requirement for Post-9/11 GI Bill® (Chapter 33) students to verify every month that you are still enrolled in the same courses or training that your school certified to VA. It's not about verifying that you are attending classes, but whether your certified enrollment has changed.

2 WHO NEEDS TO VERIFY THEIR ENROLLMENT?

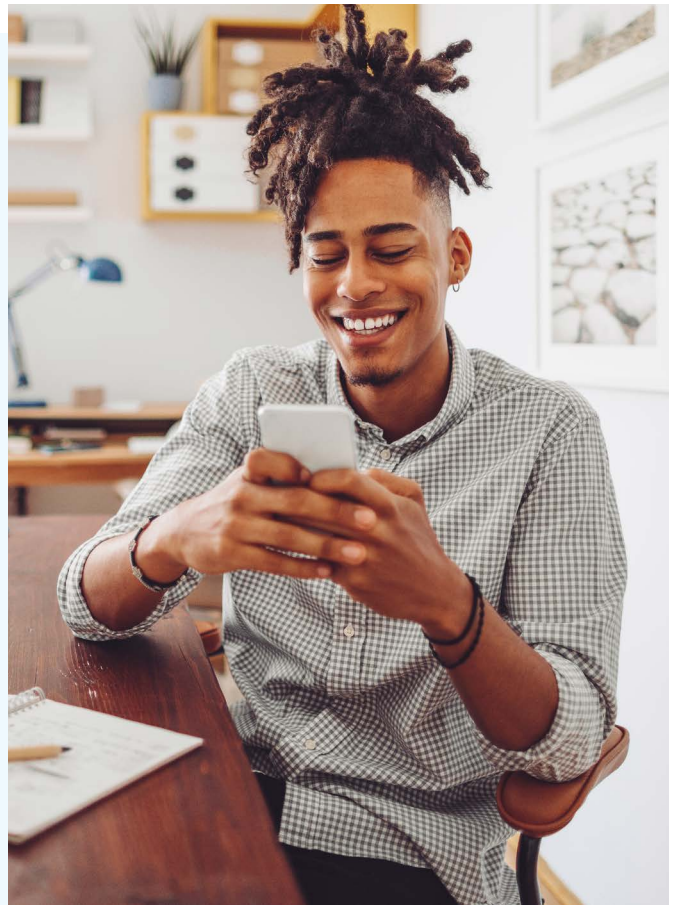
Eventually, all Post-9/11 GI Bill students will need to verify enrollment every month, but this requirement will be rolled out in phases through the 2021-2022 school year **based on the type of facility you are attending**. Right now, only students at non-college degree (NCD) facilities who receive Monthly Housing Allowance (MHA) and/or kicker payments are impacted, and only if their term starts on or after August 1, 2021. Starting on December 17, 2021, students at Institution of Higher Learning (IHL) facilities who receive MHA and/or kicker payments will be impacted. Later phases will include additional populations of Post-9/11 GI Bill students.

3 HOW DO I VERIFY ENROLLMENT?

You can verify your enrollment via text message or by calling the Education Call Center (ECC). VA strongly recommends verifying enrollment via text. It will be easier and faster than calling the ECC.

4 WHAT HAPPENS IF I DON'T VERIFY MY ENROLLMENT?

If you fail to submit enrollment verification for **two consecutive months**, your MHA/kicker payments will be held until you verify your enrollment. For example, if your term starts on August 1, 2021 and you fail to verify your enrollment for August and September, your October 2021 payments will be placed on hold.



How to Verify Enrollment

A Guide for Non-College Degree (NCD) Facility Students

New this year, Post-9/11 GI Bill® students attending [NCD facilities](#) with terms starting **on or after August 1, 2021** and who receive Monthly Housing Allowance (MHA) and/or kicker payments are required to verify enrollment on a monthly basis.



August 1

You will receive a text message from VA inviting you to opt into text message verification. As other impacted NCD facility students start classes/training later in the Fall, they will receive the same text.

Note: Students starting terms after this date will receive opt-in texts on a rolling basis aligned with their enrollment date.

- ▶ **Reply "YES" to opt-in.** You will receive a text confirming you have opted in.
- ▶ The text message link will expire in **14 days**. After that, call the Education Call Center (ECC) to opt into text verification.



August 31

You will receive a text message requesting enrollment verification for August.

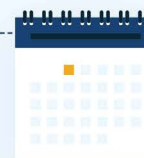
- ▶ **Reply "YES" to verify your enrollment.**
- ▶ If you don't reply within **6 days**, the conversation will be closed, and you will need to call the ECC to verify enrollment.
- ▶ **If you reply "NO"**, VA will contact your school to update your enrollment, if necessary. You may also contact your School Certifying Official (SCO) to request they update your enrollment on record with VA (to find your SCO, go to the [GI Bill Comparison Tool](#) and search by your school).



September 1

As long as you verify enrollment each month, your MHA/kicker payments will continue uninterrupted.

- ▶ **If you fail to verify for two consecutive months, your MHA/kicker payments will be placed on hold.** You must contact the ECC to verify your enrollment to have the payments released.

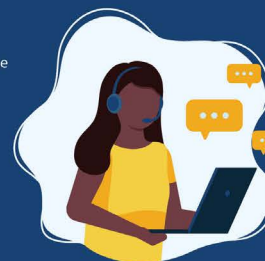


Verify via the Education Call Center:

If you do not have a mobile phone number on file or decide to opt-out of text message verification, you are required to call the ECC on the last day of each month and verify that month's enrollment over the phone. You may experience lengthy wait times due to high call volume, particularly on the first and last days of the month.

- ▶ **VA highly recommends using text message verification.**

Please contact the ECC at 1-888-GIBILL-1 (1-888-442-4551) domestically or 001-918-781-5678 overseas to provide or update your mobile phone number, so that you can receive the opt-in message.



Visit our [website](#) and review our [FAQs](#) to learn more!
Stay tuned for more details in the coming months.

AUGUST 2021



Email/Newsletter Language

This language can be shared with GI Bill beneficiaries via email, newsletter, your school's website, or other communication channels. **Please feel free to tailor this to best fit your audience.**

Initial Email

We recommend sending this email to NCD facility students as soon as they enroll in your program.

HEADLINE — Important GI Bill Requirement: Enrollment Verification

ATTACHMENT — Please attach the [How to Verify Enrollment Process Infographic](#).

BODY

Dear Student,

Beginning with terms on or after August 1, 2021, if you are using your Post-9/11 GI Bill® benefit at a non-college degree (NCD) facility, you are required to verify your enrollment at the end of each month to receive your Monthly Housing Allowance (MHA) and/or kicker payments. We want to help you meet this new requirement so you can continue your education without any interruption in benefits.

By verifying that you are still enrolled in the same courses or training every month, you help avoid debts caused by changes to your training schedule and safeguard your GI Bill entitlement by preventing entitlement charges for training you did not attend.

How to Verify Your Enrollment:

We encourage students to sign up for text messaging, which is a simple, quick option for verifying monthly enrollment and ensuring you receive your MHA/kicker payments uninterrupted.

All impacted students with a mobile phone number on file should have received an opt-in text message upon being enrolled in your courses. If you did not receive an opt-in text, please contact the Education Call Center (ECC) at 1-888-GIBILL-1 (1-888-442-4551) to opt in over the phone. After opting in, you can simply reply to a VA text message each month to verify your enrollment.

For more information, **contact your School Certifying Official or refer to the [enrollment verification webpage](#)** where many helpful resources are highlighted, including [FAQs](#) and [video](#) on how to opt into text message verification.

Email/Newsletter Language (Continued)

This language can be shared with GI Bill beneficiaries via email, newsletter, your school's website, or other communication channels. **Please feel free to tailor this to best fit your audience.**

Reminder Email

For GI Bill beneficiaries with terms starting **on or after August 1, 2021**, we recommend sending the following message the last day of each month, through the end of the 2021 calendar year.

HEADLINE — Important GI Bill Reminder: Time to Verify Your Enrollment

ATTACHMENT — Please attach the [How to Verify Enrollment Process Infographic](#).

BODY

Dear Student,

The deadline to verify your enrollment is approaching. To ensure you continue receiving your Monthly Housing Allowance (MHA) and/or kicker payments, verify your enrollment as soon as possible.

If you previously opted into text message verification, you should receive a text message from VA at the end of the month requesting that you verify enrollment.

- If you continued attending your courses or training over the past month, reply "Yes" to verify enrollment.
- If you reply "No", your file will be flagged for review. NOTE: If your schedule or courses have changed, please contact me so we can resolve any issues and avoid delayed payments.

If you fail to submit enrollment verification for two consecutive months, your MHA/kicker payments will be stopped until you verify your enrollment.

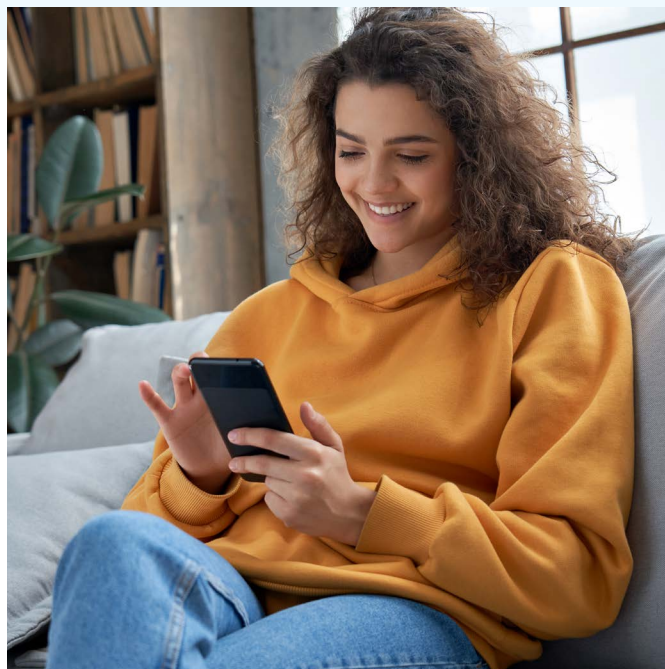
If you would like to opt into text message verification, please call the Education Call Center (ECC) at 1-888-GIBILL-1 (1-888-442-4551) domestically or 001-918-781-5678 internationally to verify your enrollment over the phone.

Contact your School Certifying Official or refer to the [enrollment verification webpage](#) for more information.

Social Media Language

Sample posts for Facebook and Twitter can be found below. Posts can be shared along with the **How to Verify Enrollment Infographic** via your school's social media channels to provide additional information to students on enrollment verification requirements.

The initial message can be shared at the beginning of the month, with a reminder message going out at the end of the month. Sending a reminder every month through the end of the school year or term will be useful to students as they become accustomed to the new process.



INITIAL MESSAGE: <i>Share at the beginning of the month</i>	REMINDER MESSAGE: <i>Share at the end of the month</i>
<p>Non-College Degree (NCD) facility students: Effective for terms starting on or after 8/1/21, monthly enrollment verification is required to continue receiving MHA/kicker.</p> <p>Learn more about how to opt into text verification! #GIBill</p> <p><u>Link to Enrollment Verification Webpage</u></p>	<p>REMINDER: Enrollment Verification Due Soon.</p> <p>Non-College Degree (NCD) facility students with terms starting on or after 8/1/21 are required to verify enrollment each month. To prevent delay of MHA/kicker payments, please verify enrollment ASAP. #GIBill</p> <p><u>Link to Enrollment Verification Webpage</u></p>

Follow Us on VA Social Media

 **[@GIBillEducation](#)** — Post-9/11 GI Bill, U.S. Department of Veterans Affairs

 **[@VAVetBenefits](#)** — Official account for the Veterans Benefits Administration (VBA)

 **[@VABenefits](#)** — Official page of the Veterans Benefits Administration, Department of Veterans Affairs.

Resources

Enrollment Verification Resources

NCD TOOLKIT RESOURCES	LINK
Enrollment Verification Webpage	benefits.VA.gov/gibill/isaksonroe/verification_of_enrollment.asp
Frequently Asked Questions	benefits.VA.gov/GIBILL/docs/IsaksonRoe/EnrollmentVerificationFAQs.pdf
Infographic: Non-College Degree vs. Institute of Higher Learning Facility	benefits.VA.gov/gibill/docs/isaksonroe/1010_ncd_vs_IHL_infographic.pdf
Infographic: How to Verify Enrollment for NCD Facility Students	benefits.VA.gov/gibill/docs/isaksonroe/1010_NCD_Facility_Process_infographic.pdf
Video: Opt Into Text Message Verification for NCD Facility Students	youtube.com/watch?v=mX1nc7XkX6o

Additional Resources

RESOURCES	LINK
VA Education and Training Webpage	benefits.VA.gov/gibill
VA Education and Training Benefits Frequently Asked Questions	GIBill.custhelp.VA.gov/app/answers/list
GI Bill Comparison Tool	VA.gov/GI-Bill-comparison-tool
Isakson and Roe Act	benefits.VA.gov/gibill/isaksonroe.asp
Education Call Center	1-888-GIBILL-1 (1-888-442-4551) domestically or 001-918-781-5678 overseas

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